



Washington
Secretary of State
SAM REED

PRODUCTIVITY BOARD
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AGENDA

WASHINGTON STATE PRODUCTIVITY BOARD

Office of the Secretary of State
Legislative Building
March 4, 2011
10:00 – 11:00 AM

- Welcome & Introductions – Board members, staff and audience
- Approval or Correction of Minutes (*February 4, 2011*)
- Monthly Staff Update --Tracy Workman
- Employee Suggestion Adopts
--Reviewer: Brian Sonntag
- Employee Suggestion Non-Adopts
--Reviewer: George Masten
- Adjournment

**If you have questions regarding the Employee Suggestions please contact Shad Bell at 360.704.5212
or for TIP, contact Linnaea Jablonski at 360.704.5259*



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Productivity Board Meeting Minutes
February 4, 2011

WELCOME & INTRODUCTIONS

Sam Reed called the meeting to order at 10:00 a.m., welcomed all in attendance and began the round of introductions of board members, staff and guests.

******Broke from 10:05 until 10:40 for Innovations in State Government Awards Ceremony******

ATTENDANCE

Board Members present: Sam Reed, Martin Casey, Wendy Korthuis-Smith, Geoge Masten, Wanda Riley, Brian Sonntag, Rich Tomsinski and Scott Turner

Board Members absent: Kathy Goebel and Mike Kerschbaum

Staff present: Shad Bell, Linnaea Jablonski, Dawn Sanquist and Tracy Workman

APPROVAL OF MINUTES

The Board reviewed, moved, seconded, and voted unanimously to approve the January 7, 2011 minutes as written.

MONTHLY UPDATE

Tracy Workman reported that Washington State Lottery kicked off their "10k is an idea away" campaign. Agency Director, Bill Hanson, sent out an email supporting the Productivity Board programs and informing his staff about the marketing effort. Each employee will come in to the office to a stress reliever and brochure on their desk Monday morning.

Linnaea Jablonski met with the Industrial Appeals Board and gave them refresher on the Productivity Board programs.

Planning for Public Service Recognition Week is in full swing and Productivity Board staff is already receiving Extra Mile Nominations; the deadline for Extra Mile nominations to be received in the office is 5:00 pm, February 18th, 2011. The Leadership Award Nomination form will be released later this month.

EMPLOYEE SUGGESTION ADOPTS

Wanda Riley reported that she concurred with the agency evaluations and recommended approval. It was moved, seconded, and *the board voted unanimously to accept agency recommendations.*

EMPLOYEE SUGGESTION NON-ADOPTS

Martin Casey reported that he concurred with the agency evaluations and recommended approval. It was moved, seconded, and *the Board voted unanimously to accept agency recommendations.*

NEXT BOARD MEETING

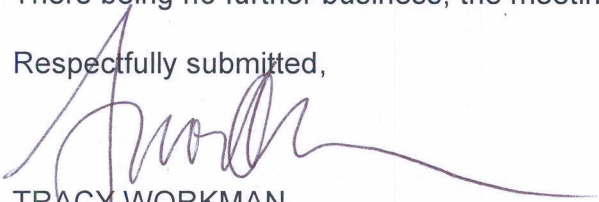
The next Board meeting is scheduled for March 4, 2011 in the Office of the Secretary of State, Legislative Building at 10:00 AM.

- **Reminder:** The reviewers for March are Brian Sonntag and George Masten. *Reviewers will also review any Appeals and Teamwork Incentive Program applications presented.*

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:50 a.m.

Respectfully submitted,



TRACY WORKMAN
Special Programs Manager
TW/ds 02/16 /11

Washington State Productivity Board

ADOPT REPORT

March, 2011

Department of Corrections

<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
<i>Entry Date:</i> 201000341 Oct2010	Richard Tveten	Olympia	Recognition

Savings/Desc Recognition

Suggestion: The Department of Corrections (DOC) should have employees, who send out mass emails, when appropriate, use the "expire" function already available in their email software package. This way, emails will automatically self-delete from everyone's inboxes.

Evaluation: Modified adopt. DOC has already made efforts to support this suggestion by reducing the number of email announcement messages being delivered via email. The agency has made a conscious effort to post many of their announcements on the agency's intranet website. The implementation of expiry dates on email messages will require further user education. DOC appreciates this suggestion, which results in savings in staff time.

Secretary of State's Office

<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
<i>Entry Date:</i> 201000378 Nov2010	D. Ann Peters Linda Ritchey	Olympia Olympia	\$141.18 \$141.18

Savings/Desc \$2,824.00

Suggestion: The Office of the Secretary of State (OSOS), Corporations Division, should discontinue sending out the filed copy of dissolution documents.

Evaluation: Modified adopt. Because OSOS is required by law to send customers a file-stamped copy of dissolution documents, we will continue to do so. However, the duplicate copy that had been sent from Department of Information Services will no longer be mailed. We anticipate a first year cost savings of \$2,823.60. Since this suggestion does not fall within the suggester's job duties, a 10% recognition award is recommended.

Washington State Productivity Board

NON-ADOPT REPORT

March, 2011

Department of Corrections

Suggestion Number **Entry Date:**

201000059 Mar2010

Suggestion: The Department of Corrections (DOC) should add a link to a customer service survey at the bottom of their emails.

Evaluation: Cost outweighs the benefit. The addition of footers to both internal and external messages would require the purchase of additional third-party software to append the footer with survey link to all messages. The expected cost would range from \$100 to \$6,500 depending on the licensing for different software as well as an annual support fee. The potential benefit of creating such a feedback mechanism in comparison to the expense shows the cost would outweigh the benefit.

Department of Corrections

Suggestion Number **Entry Date:**

201000168 May2010

Suggestion: The Department of Corrections (DOC) should enforce that counties pay for offenders as mandated by legislature instead of DOC continuing to pay for them.

Evaluation: Requires statutory change. DOC is unable to seek reimbursement from county jurisdictions when offenders sentenced prior to the Offender Accountability Act (OAA) are sanctioned to confinement for a violation of community custody. There are instances where it is clear which offenders fall under DOC responsibility and county responsibility, but the term "community custody" as used in statute can lead to some ambiguity in determining exactly which offenders are covered by statute. Unless statute changes, this is not a suggestion DOC can take action upon.

Department of Corrections

Suggestion Number **Entry Date:**

201000194 Jun2010

Suggestion: The Department of Corrections (DOC) should secure the offenders property in a locked footlocker prior to transport to alleviate lost property due to tampering.

Evaluation: Cost outweighs the benefit. The potential for a 50+ pound tote to be transported with an offender exceeds the guidelines of the Correctional Officer job description, which states they will seldom need to carry more than 25 pounds. The suggestion also states a plastic tote and lock would be more cost effective and environmentally friendly than using cardboard boxes, but after analysis it was found a plastic tote would need to be used 238 times to equal the cost of the cardboard plus DOC has a recycling program in place that includes cardboard.

Department of Corrections

Suggestion Number *Entry Date:*

201100009 Jan2011

Suggestion: The Department of Corrections should station in-service training personnel in the Tacoma (CJC) building to cut down on costs of Community Corrections Division employees who have to travel to Lacey for this training.

Evaluation: Not a new idea. DOC had to utilize the training space in Tacoma to expand offender programming space and allow for the DOC Records Units to consolidate some of its operations. Once other units are finished with their consolidation, DOC will be reviewing a plan to host some training in Tacoma as adequate space is available.

Department of General Administration

Suggestion Number *Entry Date:*

201100038 Feb2011

Suggestion: The Department of General Administration (GA) should use the portables that the state already owns from the WSU Plant Operations Support Consortium instead of leasing the 30 portables used by the House of Representatives to hold their meetings.

Evaluation: Not a new idea. This idea was discussed in Fall 2010 by the House of Representatives. Due to time constraints, making a change in the portable buildings at this point in the legislative session would be irrelevant.

Department of General Administration

Suggestion Number *Entry Date:*

201000382 Nov2010

Suggestion: The Department of General Administration (GA) should lease vacant areas in buildings to retail businesses when possible to generate income.

Evaluation: Not a new idea. This suggestion is in line with current General Administration policy.

Department of Labor & Industries

Suggestion Number *Entry Date:*

201100044 Feb2011

Suggestion: The Department of Labor & Industries (L&I) should either relocate the heating vent over the incoming doors or replace the weather strips more regularly.

Evaluation: Cost outweighs the benefit. The entry vestibules are designed to serve as air-locks and buffers between the exterior and the building interior. The unit heaters keep the vestibules warm and minimize cold air from entering the building. Relocating the heaters will not change how they function or save costs; particularly due to the fact it would cost several thousand dollars to move them. The weather-stripping around the doors was removed as it became damaged and prevented the door from closing properly. It will be replaced as part of regular maintenance.

Department of Licensing

Suggestion Number *Entry Date:*

201100022 Jan2011

Suggestion: The Department of Licensing (DOL) should charge a testing fee for taking tests to obtain a professional/trade license or certificates.

Evaluation: Not a new idea. Inside DOL, all professional licensing activities are already supported by fees paid by the applicants and licensees.

Department of Social & Health Services

Suggestion Number *Entry Date:*

201000413 Dec2010

Suggestion: The Department of Social and Health Services (DSHS) should supply one business card that would have the employee information on one side and the Customer Connection Card information on the other side.

Evaluation: Community Services Division (CSD) Financial Services staff should not be ordering business cards any longer as they no longer have caseloads. The Customer Connection cards were intended as a means for financial staff to provide clients with the toll-free number for the statewide CSD Customer Service Center and the Universal Resource Locator. An educational reminder will be sent to staff.

Department of Social & Health Services

Suggestion Number *Entry Date:*

200900143 Mar2009

Suggestion: The Department of Social and Health Services (DSHS) should scan the identical copy of the Disclosure paperwork for Adoption and burn on a disk. Instead of using the darkest setting on the printer, DSHS should use a silver tip pen over the black Sharpie to completely hide confidential information.

Evaluation: Not a new idea. In 2009, electronic redacting (e-radacting) capability was implemented. A diskette does not have a shelf life of 100 years, which is how long it will be saved until it is destroyed, therefore it is not a viable option for long term storage.

State Investment Board

Suggestion Number *Entry Date:*

201100004 Jan2011

Suggestion: Instead of selling state properties, the Washington State Investment Board (WSIB) should have them transferred to the Commingled Trust Fund which is managed by WSIB for public pensions.

Evaluation: Cost outweighs the benefits. The WSIB does not directly own property or buildings but instead invests in real estate partnerships that, in turn, own properties. A simple transfer of ownership is not possible for us as our current organizational structure does not provide any in-house resources for directly managing real estate.